

**PAYMENTS, DEPOSITS, ADJUSTMENTS AND CREDITS (cont'd)**

**C. Late Payment Charge - Business**

For Business customers, a late payment charge of 2.5% of the unpaid balance or \$15.00, whichever is greater, shall apply to amounts for basic local exchange services, toll, end user access charges, unregulated services such as custom calling and voice mail, and various surcharges for services such as 911 and local number portability, shown on a monthly bill which remain unpaid after the due date.

This charge does not apply to:

- amounts which are in dispute at the time the late payment charge would otherwise be applied
- federal excise tax or any other taxes levied by law directly on the customer
- accounts of the federal, state, county or local government

Credit, deposit and collection procedures outlined elsewhere in this Guidebook or the tariff are not waived or foreclosed by the application of a late payment charge.

**Late Payment Charge - Residence**

For Residence customers, a late payment charge of \$6.50 shall apply to amounts for toll, end user access charges, basic local exchange services, unregulated services such as custom calling and voice mail, and various surcharges for services such as 911 and local number portability, shown on the monthly bill which remain unpaid after the due date. (C)

This charge does not apply to:

- Call Plan 100
- interzone calling
- amounts which are in dispute at the time the late payment charge would otherwise be applied
- federal excise tax or any other taxes levied by law directly on the customer
- accounts of the federal, state, county or local government

Credit, deposit and collection procedures outlined elsewhere in this guidebook are not waived or foreclosed by the application of a late payment charge.

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**D. Checks Returned on Customer Accounts**

A charge will apply whenever a check or draft presented for payment of service is not accepted by the institution on which it was written. In case of error by the institution on which the check or draft is written, the charge will be waived by the Company.